

Future-Proof SAP Operations:

Paz Oil's Shift from Reactive to Proactive Automation

Running Multiple Operations Seamlessly

Paz Oil, an Israeli energy and retail group supplying roughly one-third of Israel's fuel products, with hundreds of filling stations, store chains, an e-commerce platform and major institutional customers, faced the challenge of ensuring its complex SAP landscape never let the business down.

The company turned to **Avantra**, the intelligent observability and automation platform designed for SAP landscapes, to move from a reactive operations model to one that is proactive, reliable and efficient.

“The same effort that took us months with the other systems. Within that week, we had no false positives, it was all very stable. It just worked beautifully.”

- Yohai Rosenbaum,
Infrastructure and Information Security Division Manager, Paz Oil

THE CHALLENGE

Complex Landscape, Manual Overhead, Hidden Risk

Before Avantra, Paz Oil was operating with a legacy monitoring toolset—SAP Solution Manager plus a third-party monitoring solution—that resulted in:

- **Ad-hoc monitoring**, complicated manual work, and time-consuming re-configurations.
- **False positives and configuration drift**, eroding trust in monitoring and leaving exposure to security vulnerabilities.
- **Limited forecasting of resource usage**, leaving the Basis teams in reactive mode—fixing slow or halted systems rather than preventing them.
- **Critical system risk**: Any downtime in the SAP environment could impact fuel distribution, retail operations, e-commerce and even supply-chain fulfilment.

Paz needed a solution that could provide 24/7 automated monitoring, proactive alerting, strong security checks, and accurate resource forecasting - all with minimal manual intervention.

THE SOLUTION

SAP-Centric Automation, Real-Time Visibility

Paz Oil adopted Avantra to gain full-stack visibility of its SAP landscape and to automate key operational workflows:

- **Rapid deployment**: Within half a day, Avantra was configured and running on Paz Oil's systems with no disruption.
- **Custom checks & workflows**: When a mission-critical file went missing, Paz used Avantra to quickly build a custom check, alert the relevant team, and restore operation within the hour - eliminating recurrence.
- **Security automation**: Avantra's real-time checks identified use of default passwords on some of Paz's clients, flagged the configuration change and closed the vulnerability.
- **Predictive resource planning**: By analysing past resource usage data, Paz's Basis teams shifted from reactive firefighting to proactive capacity planning, knowing what they need *before* they need it.

THE IMPACT

Reliable Operations, Reduced Manual Load

Paz Oil achieved tangible benefits within months:

- **Same-day setup** of the monitoring and automation platform - moving from months of trial/error under the previous system.
- **Elimination of repeat errors:** Custom checks and workflows removed recurring issues in critical systems.
- **Time and resource savings:** By reducing manual configuration and firefighting, Paz freed up their teams to focus on innovation and strategic tasks.
- **Enhanced system security and compliance:** Real-time detection of misconfigurations significantly reduced risk exposure.
- **Improved planning and forecasting:** Accurate resource usage insights mean more predictable operations and less surprise stoppages.

AT A GLANCE



The Challenge

- Complex SAP landscape needing reliable, 24/7 monitoring
- Legacy tools causing false positives, misconfigurations and manual toil
- Reactive resource usage modelling and unplanned downtime risk

Benefits with Avantra

- Deployment completed in less than a day
- Proactive automation of routine and mission-critical checks
- No repeat errors in previously problematic systems
- Real-time security checks revealing vulnerabilities and closing them
- Predictive planning enabled the Basis team to move ahead of issues

THE TAKEAWAY

Shift From Fire-Fighting to Predictive Operations

Paz Oil's journey illustrates how a large, mission-critical enterprise environment can transcend manual, reactive operations and move toward a proactive, stable, automated model. With Avantra in place, Paz is no longer simply reacting to failures - it's anticipating them, resolving them before they impact the business, and freeing up valuable team capacity for innovation.

For other organizations with complex SAP landscapes, especially in industries where downtime is simply not an option, this case underscores the value of an SAP-centric observability and automation platform that delivers real improvement, not just monitoring.

“Avantra always has your back and someone will always be there to provide you a solution. It is a support level I have never seen with another product.”

— Yohai Rosenbaum

Infrastructure and Information Security Division Manager, Paz Oil



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Want to see how Avantra can transform your SAP operations? Book a demo.

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